

Indiana Family and Social Services
Administration

Division of Mental Health and Addiction

Family Member Perception of Care for Youth Services YSS-F Survey 2011

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Overview

Each year, the Family and Social Services Administration, Division of Mental Health and Addiction (DMHA) is required by the Substance Abuse and Mental Health Services Administration's Center for Mental Health Services (CMHS) to conduct a survey of caregiver perceptions of the mental health care their children have received from the public community mental health system. The survey tool used is the Youth Services Survey for Families (YSS-F). The results from this survey tool are reported to CMHS for the Mental Health Block Grant by each state and territory that receives block grant funding.

For the 2011 survey, DMHA contracted with InteCare, Inc. to distribute, process and analyze and prepare a report of the survey results.

Highlights

- Across all domains, mean scores increased or stayed the same from 2010 to 2011
- Ninety-two percent of respondents reported their child had a physical health provider
- Ninety-six percent of respondents responded positively about the service environment
- Ninety-six percent of respondents responded positively about the living environment

Methodology

The collection of YSS-F survey data for 2011 was conducted using the same method as 2010. Starting in 2010, the survey process was completed through a convenience sample. This method utilized the CMHCs to hand out and collect surveys to caregivers bringing children in for outpatient services. Prior to 2010, DMHA contracted with a university to conduct phone surveys. Due to the difference in sampling size and methodology, the results prior to 2010 are not included in the yearly comparisons in this report.

DMHA determined the sample size on a statewide margin of error with a confidence level of 95% and an estimated response rate. DMHA provided InteCare with the number of surveys needed for each CMHC. InteCare sent the minimum required number of surveys to each CMHC. Standardized directions for completing the surveys were also sent to each CMHC. Each CMHC was asked to choose a survey week between September 12th and 30th and distribute surveys to caregivers with children being seen during the chosen week. If a CMHC wished to survey more caregivers than the set sample size, additional surveys were printed and mailed to the CMHC.

Spanish versions of the survey were provided to CMHCs when requested. A total of 80 Spanish YSS-F surveys were sent to providers with 12 completed and returned.

Table 1 shows the number of surveys sent to the providers, the number returned, and the response rate for each provider. For the 95% confidence level, DMHA set the floor for the response rate at 35%. Any provider with a response rate below 35% will not have achieved the 95% confidence level, meaning that the results may not be interpreted across all consumers served by that provider.

The statewide response rate for 2011 was 87%. This is an increase from last year's rate of 76%. The YSS-F survey response rate is consistent with response rates seen using the convenience sampling methodology. Telephone and mail survey methodologies tend to have much lower response rates.

Table 1: Response rate by CMHC for YSS-F surveys.

ID #	Provider	YSS-F Surveys Sent	YSS-F Surveys Returned	YSS-F Return Rate
429	Adult and Child	100	151	151%
430	ASPIRE Indiana	50	35	70%
423	Bowen Center	75	69	92%
431	Centerstone	100	37	37%
413	Community MHC	25	3	12%*
428	Cummins	75	75	100%
421	Edgewater	25	28	112%
427	Four County	50	17	34%*
416	Gallahue	75	87	116%
414	Grant Blackford	25	19	76%
405	Hamilton Center	75	58	77%
407	Howard Regional	25	24	96%
402	LifeSpring	50	50	100%
422	Meridian Services	50	59	118%
401	Midtown	50	73	146%
426	Northeastern Center	50	44	88%
409	Oaklawn Psychiatric Center	75	58	77%
419	Park Center	50	32	64%
418	Porter-Starke	75	41	55%
424	Regional	50	45	90%
403	Samaritan Center	50	39	78%
420	Southern Hills	50	38	76%
404	Southwestern	50	49	98%
410	Swanson Center	50	46	92%
415	Wabash Valley	75	66	88%
	All CMHCs	1425	1243	87%

* Provider return rate is below 35% and therefore the 95% confidence level has not been achieved.

Survey Tool

The instrument used for the survey is a version of the YSS-F, with 26 questions with a Likert scale of possible responses from (1) Strongly Agree to (5) Strongly Disagree. These 26 questions are grouped into five (5) domains:

- Appropriateness
- Access to Services
- Cultural Sensitivity
- Participation in Treatment
- Outcomes of Services

Two additional domains are found in the updated version of the YSS-F used in 2010 and 2011:

- Social Connectedness
- Functioning (includes items also found in the Outcome domain)

Each domain is comprised of several questions that collectively reflect the responder's perception of that area. Table 2 has a complete list of questions that correspond to each domain.

Survey Modifications

There were several additions made to the survey tool this year as well as a change in the format of the tool. Previously the survey was printed on two sided legal size paper and had both English and Spanish versions for each question. This year, the paper size and printing was changed to one sided letter size and separate English and Spanish versions of the tool were created. These changes were made to give a cleaner and clearer presentation of each question. Questions were added after the original 26 questions to capture demographic information, environmental information and health and wellness information. A questionnaire was sent to CMHCs prior to the development of the survey tool to inquire if providers had additional questions they felt needed to be added to the survey. A review of survey tools and reports from other states was also completed to determine what additional questions they were including on the survey. The additional questions from providers were formatted in a similar manner to the questions used by other states and included in the survey. The additional questions include the following topics:

- Demographic information: gender, ethnicity, race
- Safety and cleanliness of the service environment

- Safety and cleanliness of the living environment
- Whether or not consumers have a physical health provider
- Coordination of care between mental health providers and physical health providers

Demographic Information

Parents and guardians who completed a YSS-F survey were asked to provide basic demographic information including age, gender, ethnicity, race of their children. The figures below illustrate the demographic similarities and differences among the responders.

Figure 1: CY2011 YSS-F by child's age group

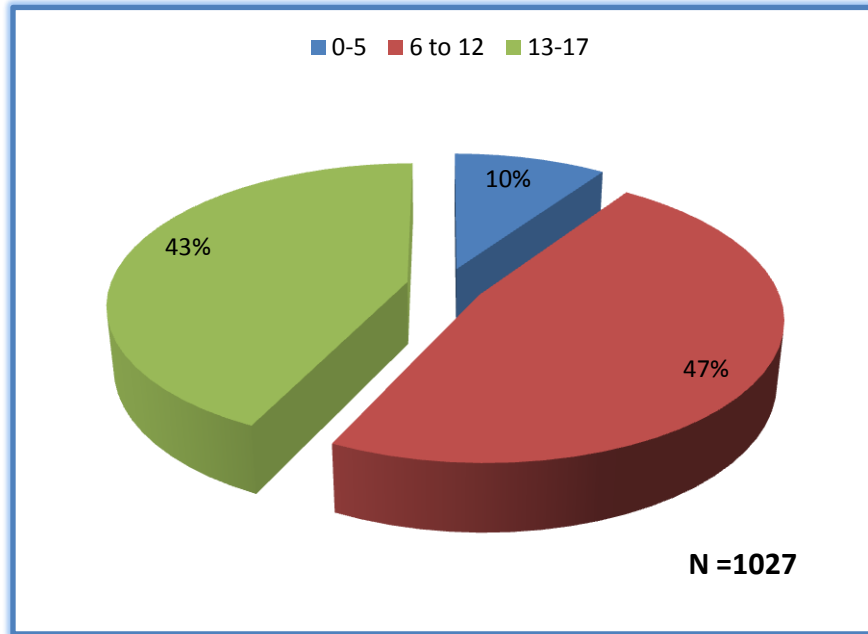


Figure 2: CY2011 YSS-F by child's gender

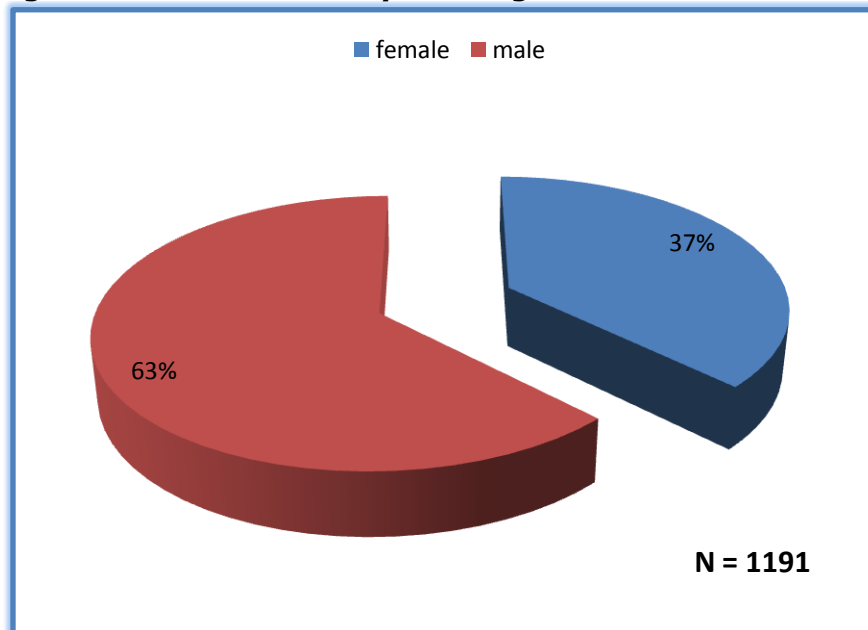


Figure 3: CY 2011 YSS-F by child's ethnicity

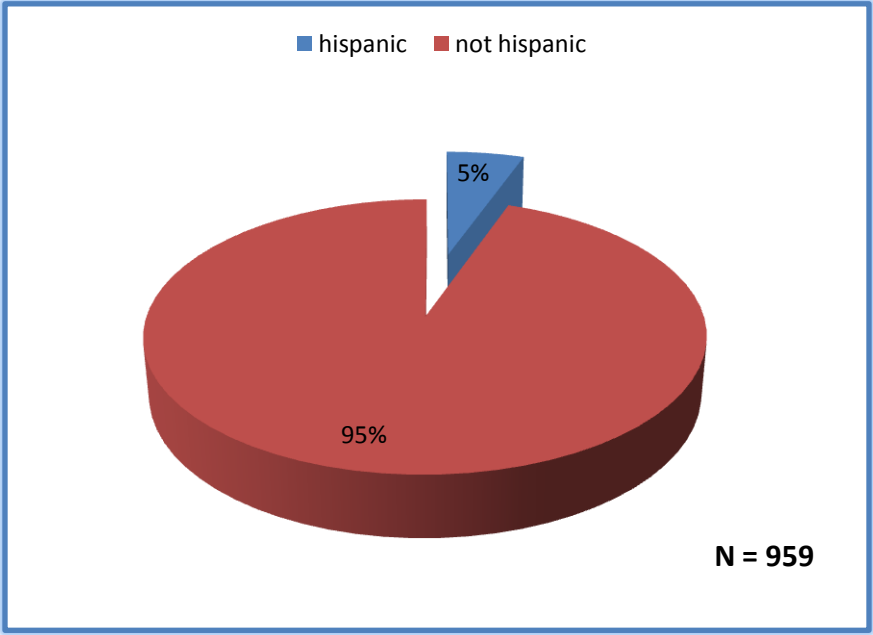
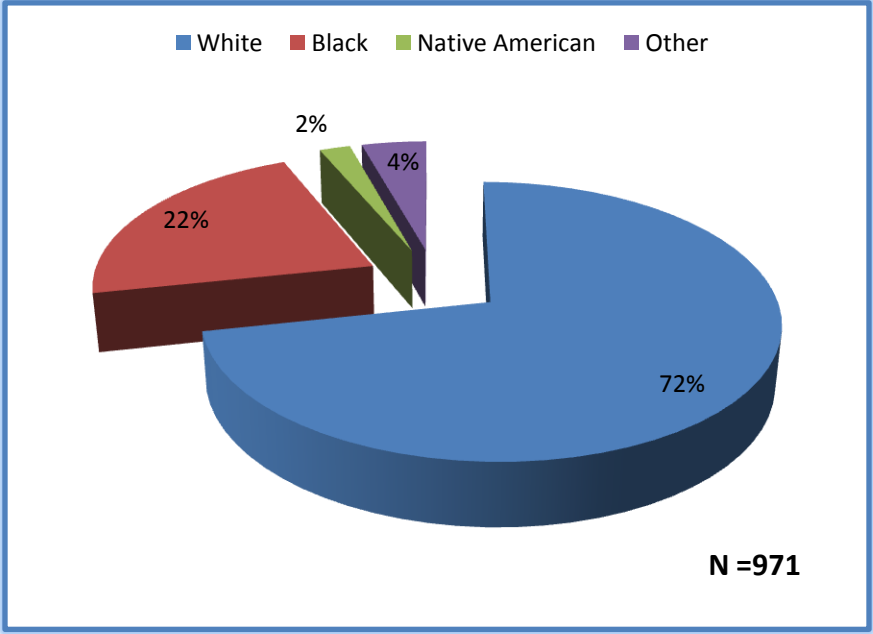


Figure 4: CY 2011 YSS-F by child's race



Survey Results

Domain Scores Comparisons

Computation of the domain scores were completed following the established MHSIP/YSS-F methodology where lower scores represent a more positive response (e.g. Strongly Agree = 1, Agree = 2, Strongly Disagree = 5).

For each survey completed, the mean score is calculated for the questions for a domain. A survey had to have two-thirds of the questions in the domain completed to be included in the mean score for the domain. For example, the Appropriateness domain contains 6 questions. A responder must have answered 4 of the 6 questions to be included in the data for that domain. A positive domain score for a survey is a mean score less than 2.5. The charts below illustrate the differences in mean domain scores between 2010 and 2011.

Figure 5: Appropriateness: Percentage of responders reporting positively about general satisfaction by survey year

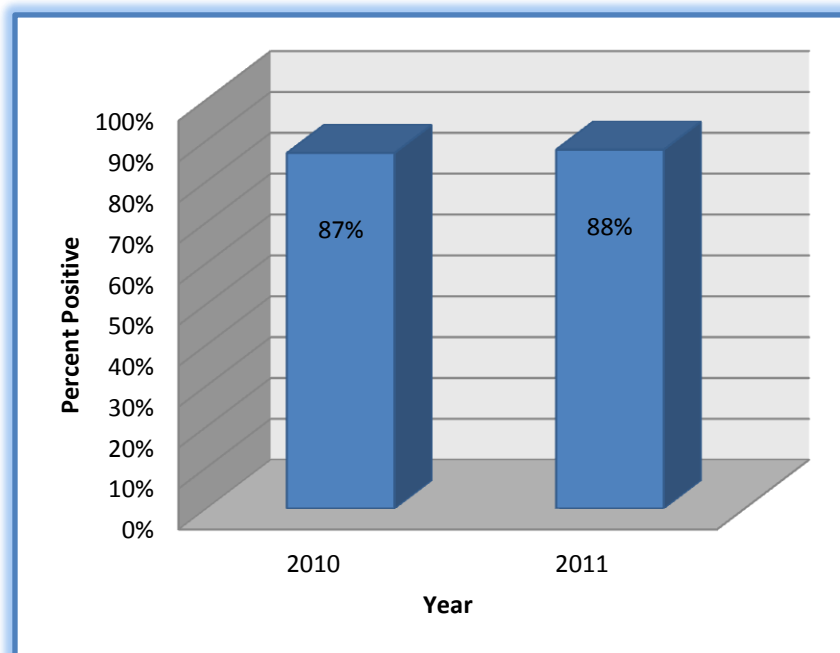


Figure 6: Access to Services: Percentage of responders reporting positively about access to services by survey year

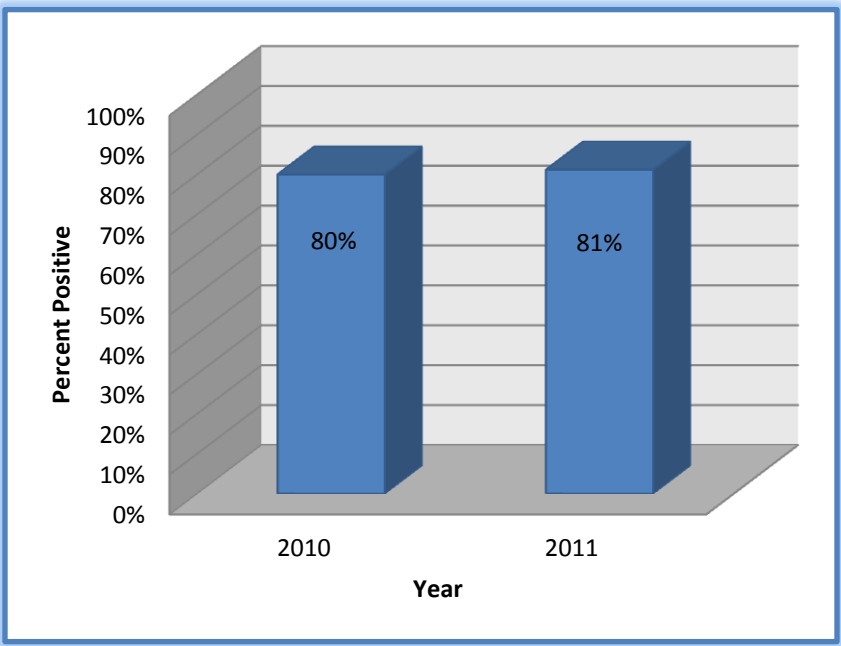


Figure 7: Cultural Sensitivity: Percentage of responders reporting positively about quality and appropriateness of services by survey year

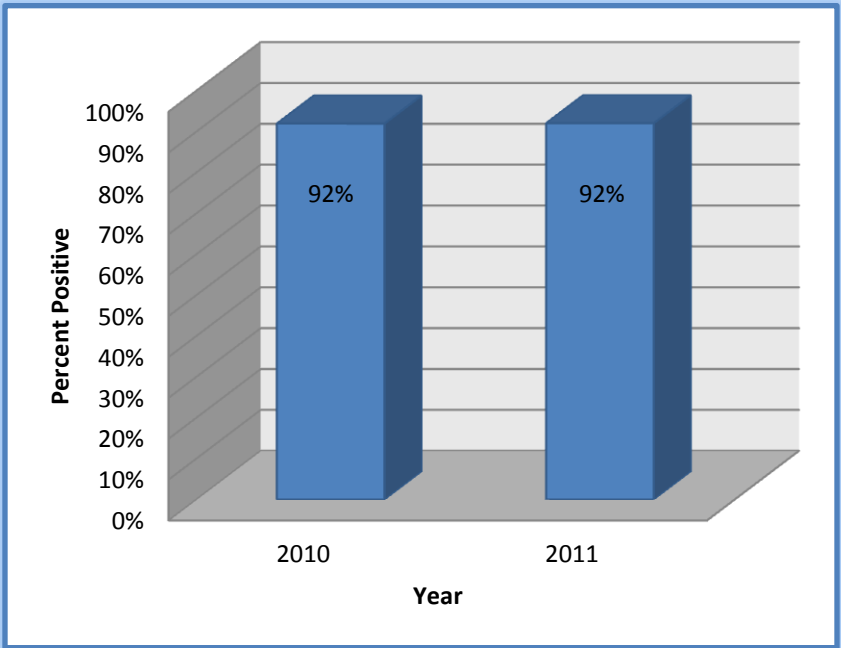


Figure 8: Treatment: Percentage of responders reporting positively about participation in treatment by survey year

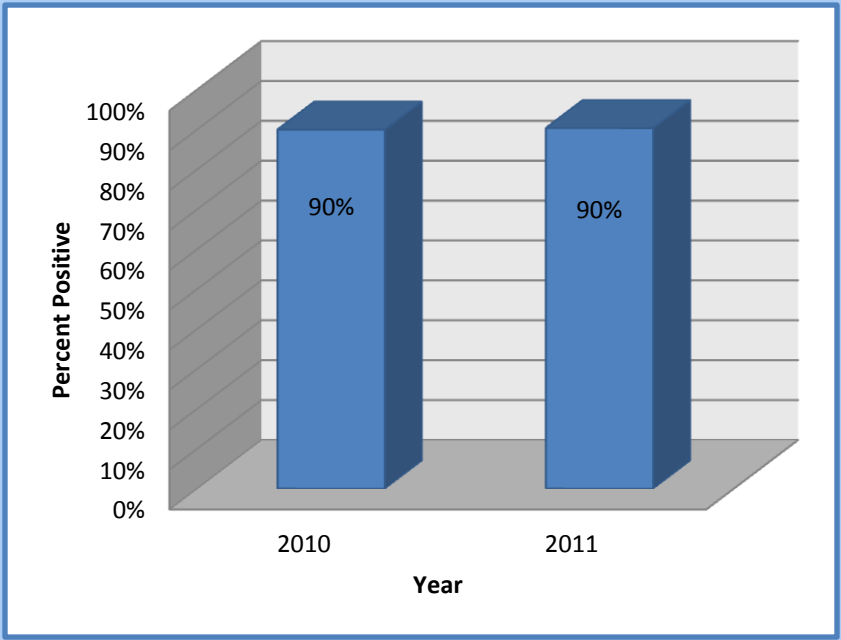


Figure 9: Outcomes: Percentage of responders reporting positively about treatment outcomes by survey year

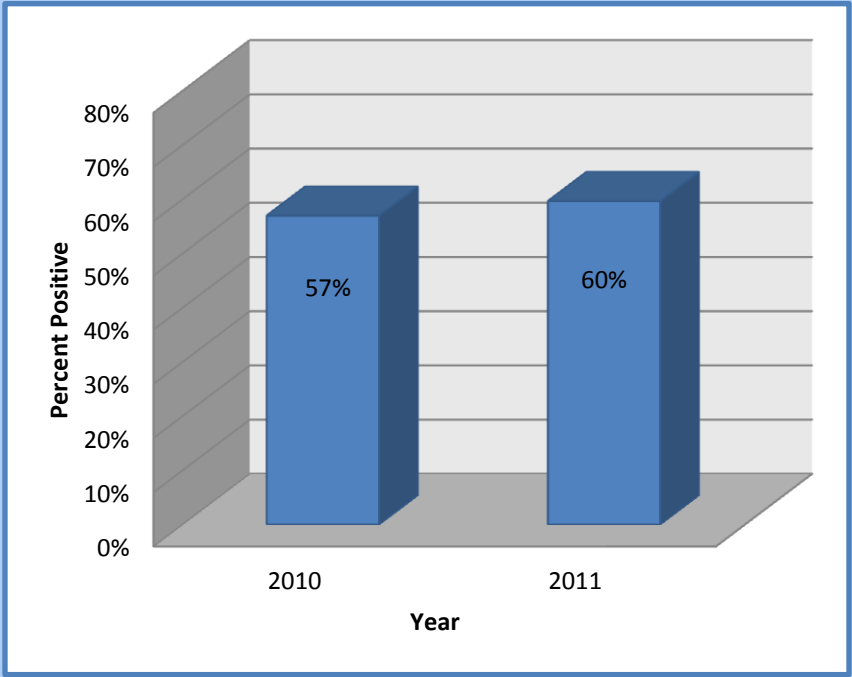


Figure 10: Social Connectedness: Percentage of responders reporting positively about their social connectedness by survey year

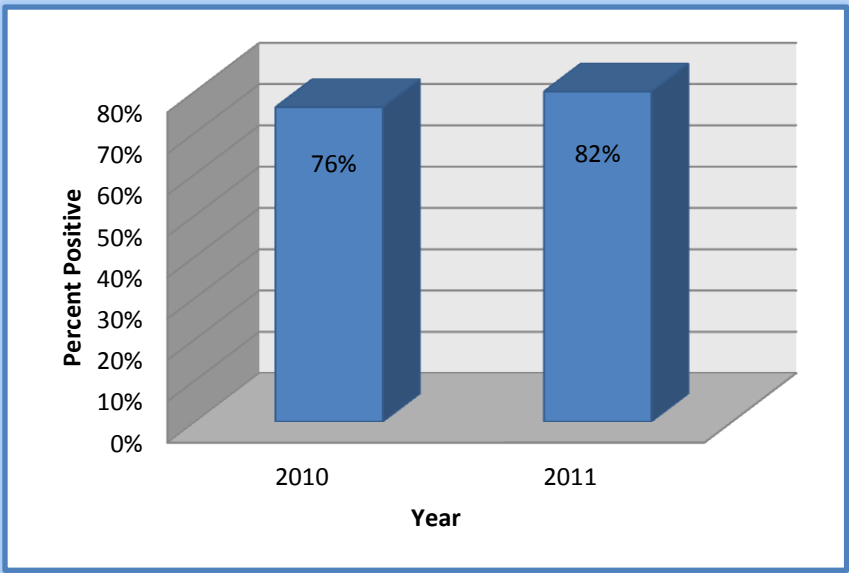
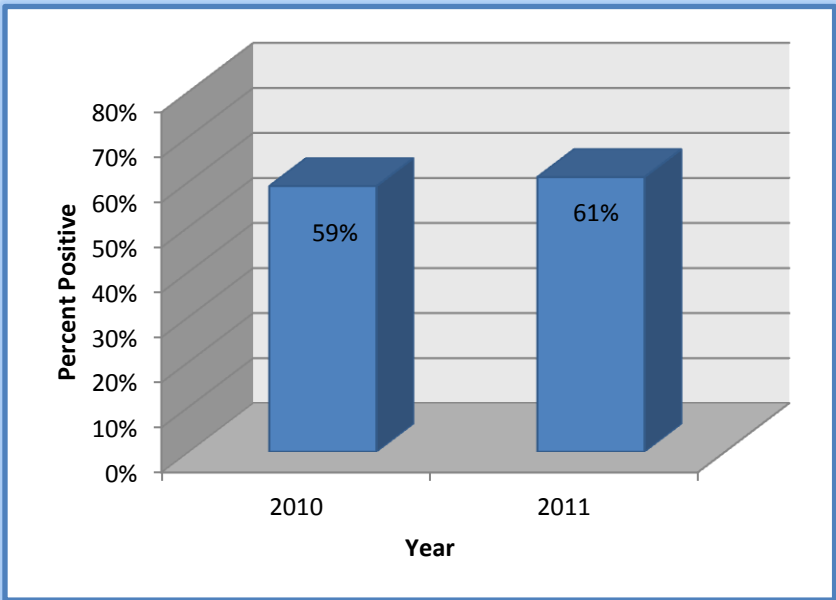


Figure 11: Functioning: Percentage of responders reporting positively about the functioning of the child for the current survey year



Question Scores: line 1 - % positive responses, line 2 – mean score, line 3 - # of responses

Item	All Providers	401	402	403	404	405	407	409	410	413	414	415	416	418	419	420	421	422	423	424	426	427	428	429	430	431
General Satisfaction	88 1239	93 73	74 50	97 39	76 49	95 57	79 24	84 58	100 46	100 3	89 18	76 66	85 87	88 40	100 32	84 38	75 28	91 58	90 69	84 45	93 44	94 17	84 75	93 151	83 35	86 36
1. Overall, I am satisfied with the services my child received.	91 1.6 1234	97 1.4 73	80 1.9 50	100 1.5 38	82 1.8 49	95 1.4 58	92 1.6 24	82 1.8 57	96 1.5 46	100 1.0 3	100 1.6 18	76 1.9 66	92 1.6 86	90 1.7 40	100 1.4 32	92 1.6 38	71 2.1 28	95 1.6 59	96 1.5 69	96 1.6 45	91 1.7 44	100 1.2 17	89 1.5 73	95 1.5 149	91 1.5 35	95 1.6 37
4. The people helping my child stuck with us no matter what.	87 1.7 1233	88 1.7 73	69 2.2 48	92 1.4 39	88 1.8 48	89 1.5 57	88 1.5 24	84 1.8 57	100 1.3 46	100 1.0 3	94 1.7 18	74 1.9 66	83 1.7 86	85 1.7 40	97 1.4 32	97 1.6 38	89 1.7 27	83 1.8 59	85 1.7 68	87 1.7 45	89 1.7 44	94 1.3 17	89 1.6 75	91 1.5 151	80 1.7 35	89 1.7 37
5. I felt my child had someone to talk to when he/she was troubled.	89 1.6 1239	92 1.5 73	82 1.9 50	97 1.3 39	90 1.8 49	95 1.5 58	88 1.5 24	88 1.7 58	93 1.3 46	100 1.0 3	83 1.9 18	74 2.0 66	86 1.7 87	95 1.7 40	94 1.4 32	89 1.6 38	86 1.8 28	92 1.7 59	87 1.6 69	82 1.8 45	91 1.6 44	94 1.5 17	88 1.7 74	89 1.5 150	94 1.5 35	84 1.7 37
7. The services my child and/or family received were right for us.	88 1.7 1235	93 1.6 72	74 2.0 50	95 1.4 39	71 1.9 49	95 1.5 57	83 1.8 24	86 1.8 58	100 1.5 46	100 1.0 3	94 1.8 18	79 1.8 63	88 1.7 86	88 1.7 40	97 1.5 32	79 1.8 38	75 2.0 28	95 1.7 59	91 1.6 69	89 1.8 45	95 1.7 44	94 1.4 17	84 1.7 75	93 1.6 151	83 1.7 35	84 1.7 37
10. My family got the help we wanted for my child.	84 1.7 1237	90 1.6 72	70 2.0 50	95 1.5 39	69 2.0 49	93 1.6 57	75 2.0 24	86 1.8 58	93 1.5 46	100 1.0 3	94 1.8 18	71 2.1 66	83 1.7 87	88 1.7 40	97 1.5 32	70 1.9 37	75 2.0 28	85 1.8 59	90 1.6 69	78 2.0 45	84 1.8 44	94 1.5 17	81 1.8 75	89 1.6 151	86 1.7 35	83 1.7 36
Access	81 1239	75 73	66 50	95 37	71 49	88 58	71 24	79 58	91 46	100 3	78 18	79 66	82 87	70 40	91 32	92 38	82 28	84 58	82 68	67 45	70 44	94 17	80 75	94 150	80 35	81 37
8. The location of services was convenient for us.	88 1.6 1241	75 2.0 73	82 1.8 50	92 1.4 39	76 1.9 49	93 1.4 58	92 1.6 24	86 1.7 58	91 1.5 46	100 1.0 3	78 1.9 18	88 1.7 66	92 1.5 87	85 1.7 41	97 1.4 32	82 1.7 38	86 1.8 28	90 1.8 59	91 1.6 69	73 2.0 45	91 1.7 44	100 1.4 17	84 1.8 75	94 1.5 150	94 1.3 35	86 1.6 37
9. Services were available at times that were convenient for us.	83 1.8 1240	88 1.7 73	58 2.3 50	92 1.4 39	76 1.9 49	84 1.7 58	75 2.0 24	84 1.8 58	89 1.5 46	100 1.0 3	89 1.8 18	83 1.8 66	74 1.8 86	73 2.0 40	94 1.5 32	74 2.0 38	93 1.8 28	85 1.8 59	83 1.7 69	82 2.0 45	73 2.0 44	94 1.5 17	84 1.8 75	93 1.5 151	80 1.8 35	86 1.7 37

Item	All Providers																										
		401	402	403	404	405	407	409	410	413	414	415	416	418	419	420	421	422	423	424	426	427	428	429	430	431	
Cultural Sensitivity	92 1237	90 73	88 50	90 39	94 48	93 58	88 24	91 58	98 45	100 3	89 18	88 65	89 87	78 40	97 32	84 38	96 28	95 58	94 69	89 45	91 44	100 17	93 74	96 151	97 35	94 36	
12. Staff treated me with respect.	96 1.4 1239	96 1.4 73	94 1.4 50	97 1.3 39	94 1.4 49	100 1.3 58	92 1.4 24	93 1.4 58	98 1.3 46	100 1.0 3	94 1.6 18	95 1.5 66	94 1.4 87	90 1.6 41	97 1.3 32	89 1.6 38	93 1.6 28	98 1.5 59	97 1.4 69	95 1.5 43	98 1.5 44	94 1.3 17	97 1.3 75	98 1.3 150	97 1.2 35	97 1.4 36	
13. Staff respected my family's religious/spiritual beliefs.	87 1.6 1234	82 1.6 73	80 1.7 50	87 1.5 39	83 1.7 47	86 1.5 58	92 1.5 24	84 1.6 58	89 1.5 45	100 1.0 3	89 1.6 18	88 1.6 65	83 1.6 87	70 1.9 40	88 1.5 32	76 1.9 38	93 1.8 28	91 1.6 58	90 1.6 69	87 1.6 45	82 1.7 44	94 1.5 17	91 1.5 74	91 1.5 150	97 1.5 35	89 1.6 37	
14. Staff spoke with me in a way that I understood.	96 1.4 1236	93 1.5 73	92 1.5 50	97 1.3 39	98 1.4 49	98 1.4 58	100 1.4 24	97 1.4 58	98 1.3 46	100 1.0 3	100 1.7 18	94 1.6 66	95 1.4 87	88 1.6 40	100 1.2 31	89 1.7 38	92 1.8 25	98 1.5 58	97 1.3 69	98 1.6 45	100 1.5 44	100 1.2 17	95 1.4 75	97 1.4 151	94 1.4 35	97 1.4 37	
15. Staff was sensitive to my cultural/ethnic background.	84 1.7 1232	85 1.6 73	76 1.8 50	84 1.5 38	75 1.9 48	82 1.7 57	88 1.6 24	81 1.6 57	98 1.4 45	100 1.0 3	72 2.1 18	82 1.8 65	83 1.6 87	73 1.9 40	84 1.5 32	74 1.9 38	85 1.9 27	88 1.7 59	84 1.7 68	82 1.8 45	80 1.8 44	94 1.4 17	85 1.7 74	91 1.5 151	89 1.5 35	81 1.7 37	
Participation in Treatment Planning	90 1238	89 73	86 50	97 39	76 49	91 58	88 24	90 58	100 46	100 3	78 18	89 66	90 87	88 40	84 32	82 38	85 27	98 58	99 69	89 45	95 44	94 17	93 75	90 149	91 35	89 36	
2. I helped to choose my child's services.	83 1.8 1235	82 1.8 72	78 2.0 50	92 1.5 39	59 2.3 49	90 1.7 58	83 1.8 24	79 2.0 58	91 1.6 46	100 1.0 3	61 2.3 18	83 1.9 66	86 1.7 87	90 1.7 39	84 1.8 32	68 2.1 38	74 2.0 27	88 1.7 59	94 1.6 69	82 1.9 45	77 1.8 44	88 1.5 17	89 1.8 74	81 1.9 149	89 1.7 35	86 1.8 37	
3. I helped to choose my child's treatment goals.	87 1.7 1231	88 1.6 72	80 1.9 50	85 1.6 39	71 2.0 49	75 1.9 57	88 1.8 24	82 1.9 57	100 1.4 46	100 1.0 3	71 2.3 17	88 1.8 65	91 1.6 87	83 1.8 40	78 1.9 32	84 1.9 38	81 2.0 27	98 1.6 59	97 1.5 68	87 1.8 45	95 1.7 44	88 1.5 17	87 1.7 75	88 1.7 148	91 1.7 35	84 1.8 37	
6. I participated in my child's treatment.	93 1.5 1240	90 1.5 73	88 1.7 50	97 1.3 39	92 1.7 49	95 1.4 58	88 1.5 24	98 1.5 58	96 1.3 46	100 1.0 3	89 1.7 18	94 1.6 66	92 1.6 87	93 1.6 41	97 1.3 32	86 1.7 37	86 1.9 28	100 1.5 59	99 1.4 69	89 1.7 45	95 1.7 43	94 1.4 17	96 1.5 75	91 1.6 151	97 1.4 35	84 1.6 37	
Positive Service Outcomes	60 1235	60 73	44 50	64 39	53 49	66 56	48 23	55 58	49 45	67 3	72 18	50 66	62 87	73 40	78 32	61 38	50 28	43 58	65 68	58 45	48 44	53 17	62 74	74 151	51 35	64 36	
16. My child is better at handling daily life.	66 2.2 1230	67 2.1 73	50 2.6 50	74 2.0 39	58 2.4 48	75 2.0 56	63 2.3 24	58 2.5 57	67 2.3 45	67 2.0 3	72 2.0 18	56 2.4 66	68 2.1 85	73 2.1 40	81 1.9 32	66 2.2 38	56 2.4 27	58 2.3 59	75 2.1 67	58 2.4 45	57 2.3 44	59 2.4 17	64 2.3 74	78 2.0 151	63 2.3 35	65 2.2 37	
17. My child gets along better with family members,	64 2.3 1234	70 2.1 73	50 2.6 50	69 2.1 39	55 2.4 49	70 2.1 56	54 2.4 24	53 2.5 58	64 2.3 45	67 2.3 3	78 2.2 18	53 2.5 65	66 2.2 87	73 2.2 40	88 1.9 32	66 2.2 38	67 2.3 27	51 2.4 59	69 2.1 68	58 2.4 45	57 2.4 44	65 2.4 17	64 2.3 74	75 2.0 150	51 2.4 35	68 2.2 37	
18. My child gets along better with friends and other people.	65 2.2 1221	64 2.1 73	55 2.5 49	66 2.1 38	55 2.4 49	77 2.0 56	43 2.6 23	55 2.4 58	73 2.1 44	67 2.3 3	78 2.1 18	60 2.4 65	67 2.2 86	73 2.2 40	72 2.0 32	74 2.1 38	69 2.2 26	56 2.3 59	71 2.1 68	59 2.3 44	61 2.3 44	59 2.4 17	61 2.4 71	74 2.1 149	56 2.4 34	57 2.4 37	
19. My child is doing better in school and/or work.	64 2.2 1232	62 2.3 73	56 2.6 50	69 2.1 39	57 2.4 49	70 2.1 56	70 2.2 23	59 2.4 58	64 2.2 45	67 2.3 3	67 2.2 18	61 2.4 66	62 2.2 87	75 2.1 40	72 2.1 32	68 2.3 38	61 2.2 28	56 2.3 59	65 2.3 68	68 2.2 44	59 2.2 44	71 2.3 17	69 2.2 72	68 2.1 151	63 2.3 35	65 2.2 37	

Item	All Providers																										
		401	402	403	404	405	407	409	410	413	414	415	416	418	419	420	421	422	423	424	426	427	428	429	430	431	
20. My child is better able to cope when things go wrong.	57 2.4 1232	58 2.3 73	48 2.7 50	59 2.4 39	41 2.7 49	55 2.2 56	43 2.5 23	57 2.6 58	62 2.4 45	33 3.0 3	67 2.3 18	36 2.8 66	59 2.3 87	65 2.3 40	81 2.1 32	63 2.3 38	43 2.6 28	47 2.5 59	63 2.3 68	57 2.4 44	48 2.5 44	53 2.5 17	64 2.4 74	69 2.1 150	51 2.4 35	58 2.3 36	
21. I am satisfied with our family life right now.	58 2.4 1122	61 2.4 69	41 2.8 37	71 2.1 34	54 2.7 46	53 2.4 53	52 2.5 21	38 2.8 52	47 2.7 45	67 2.7 3	57 2.4 14	52 2.6 60	58 2.4 86	58 2.3 38	61 2.5 31	60 2.5 35	57 2.5 21	49 2.4 51	63 2.4 64	57 2.5 30	51 2.6 43	58 2.4 12	65 2.3 144	74 2.0 148	50 2.6 30	58 2.3 36	
Caretaker Support*	82 1228	75 73	71 49	82 39	78 49	84 57	83 24	78 58	83 46	100 3	94 18	78 65	78 87	78 40	91 32	71 38	82 28	72 57	87 68	84 45	91 44	65 17	86 74	90 148	94 31	86 36	
23. I know people who will listen and understand me when I need to talk.	83 1.9 1228	81 1.8 73	76 2.1 49	74 2.0 39	73 2.0 49	82 1.9 57	79 1.9 24	74 1.9 58	85 1.7 46	100 2.0 3	94 1.8 18	83 1.9 65	77 2.0 87	83 1.9 40	81 1.8 32	79 2.0 38	89 1.8 28	79 1.9 58	91 1.7 68	82 1.9 45	86 1.8 44	71 2.1 17	89 1.7 74	92 1.6 148	94 1.8 31	84 1.9 37	
24. I have people that I am comfortable talking with about my child's problems.	86 1.8 1228	88 1.8 72	76 2.0 49	82 2.0 39	78 2.0 49	84 1.8 57	83 1.9 24	79 1.9 58	87 1.7 46	100 1.0 3	89 1.7 18	85 1.9 65	85 1.8 87	78 1.9 40	91 1.6 32	79 2.0 38	86 1.9 28	86 1.9 58	87 1.8 68	87 1.8 45	98 1.6 44	71 1.8 17	89 1.8 74	92 1.6 149	97 1.7 31	89 1.8 37	
25. In a crisis, I would have the support I need from family or friends.	81 1.9 1227	77 1.9 73	80 2.1 49	79 1.8 39	82 1.9 49	79 2.0 57	75 2.0 24	74 2.1 58	76 2.0 45	100 1.0 3	89 1.8 18	83 2.0 65	78 2.0 87	80 1.9 40	97 1.4 32	74 2.0 38	71 2.1 28	74 2.1 58	82 1.8 68	82 1.8 44	84 1.7 44	65 2.4 17	86 1.8 74	91 1.6 149	87 1.6 31	81 1.9 37	
26. I have people with whom I can do enjoyable things.	83 1.9 1217	84 1.9 73	77 2.0 48	85 1.9 39	88 1.8 48	79 1.9 56	78 1.9 23	79 2.0 58	80 2.0 46	100 1.3 3	78 2.0 18	82 1.9 65	79 1.9 86	88 1.8 40	84 1.7 31	68 2.1 38	89 1.7 27	74 2.1 57	87 1.8 67	87 1.9 45	86 1.8 44	65 2.2 17	92 1.7 74	86 1.7 147	83 1.8 30	92 1.7 37	
Service Environment*	96 1226	92 72	100 49	100 39	98 49	97 58	100 24	91 58	91 45	100 3	100 17	92 65	93 87	100 40	100 32	92 38	96 28	91 57	100 68	95 44	95 44	100 17	99 74	99 150	97 31	97 36	
37. I feel that my child is safe.	97 1.4 1228	94 1.5 72	100 1.4 49	100 1.2 39	94 1.5 49	98 1.3 58	100 1.4 24	91 1.6 58	98 1.4 45	100 1.0 3	100 1.6 17	92 1.6 65	93 1.5 87	100 1.5 40	100 1.3 32	97 1.5 38	100 1.5 28	91 1.6 58	100 1.6 68	96 1.4 45	95 1.5 44	100 1.2 17	97 1.4 74	97 1.3 150	97 1.4 31	97 1.4 37	
38. The surroundings are clean.	97 1.4 1230	92 1.6 73	100 1.4 49	100 1.2 39	96 1.5 49	98 1.3 58	100 1.4 24	93 1.6 57	89 1.4 46	100 1.7 3	94 1.6 18	95 1.4 65	94 1.4 87	100 1.5 40	100 1.3 32	92 1.6 38	96 1.5 28	93 1.6 58	100 1.4 68	95 1.4 44	100 1.4 44	100 1.2 17	99 1.3 75	99 1.4 150	97 1.4 31	97 1.5 37	
Living Situation*	96 1227	92 73	96 49	100 39	100 49	95 56	96 24	97 58	93 46	100 3	83 18	92 65	89 87	98 40	94 32	89 38	92 25	88 57	96 68	91 45	93 43	100 17	96 75	97 150	100 31	89 36	
29. I feel that my child is safe.	96 1.4 1228	95 1.5 73	100 1.4 49	100 1.2 39	92 1.5 49	97 1.4 58	96 1.4 24	97 1.5 58	98 1.4 46	100 1.0 3	94 1.6 18	94 1.5 65	89 1.6 87	95 1.7 40	88 1.7 32	97 1.7 38	96 1.6 25	93 1.5 58	100 1.3 68	93 1.4 45	98 1.5 44	100 1.2 17	96 1.3 75	97 1.3 149	97 1.4 31	95 1.4 37	
30. The surroundings are clean.	95 1.5 1225	93 1.5 73	94 1.4 49	100 1.2 39	98 1.4 49	95 1.5 56	100 1.3 24	98 1.5 57	93 1.4 46	100 1.7 3	89 1.6 18	95 1.5 65	89 1.6 87	100 1.5 40	97 1.4 32	89 1.7 38	88 1.7 25	90 1.6 58	96 1.4 68	93 1.4 45	95 1.5 43	100 1.2 17	99 1.3 75	98 1.3 150	100 1.4 31	92 1.5 37	

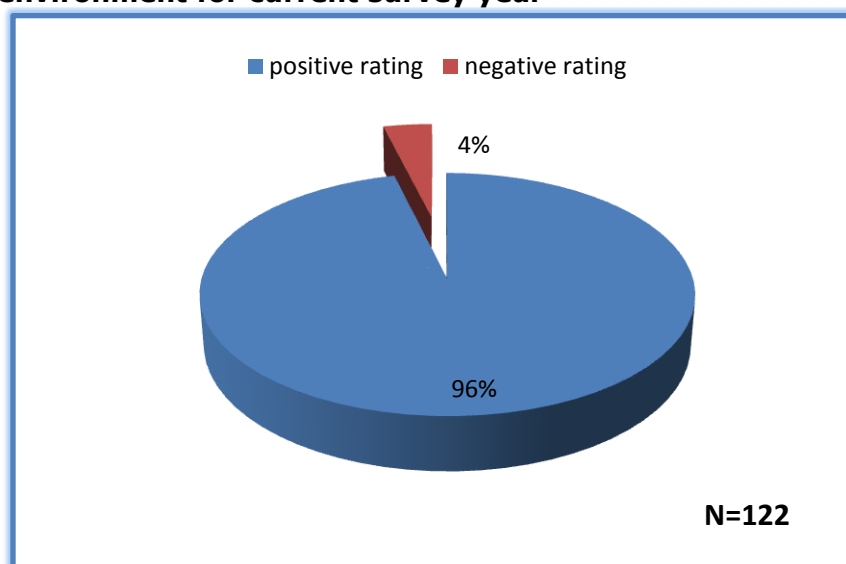
*National data is not available for these domains.

Additional Analysis

Service Environment

The 2011 survey asked two new questions related to the environment where individuals receive their services. These questions were added to determine if responders feel that the environment where services are provided is safe and clean. As shown in figure 11, ninety-six percent of the respondents found the service environment to be safe and clean.

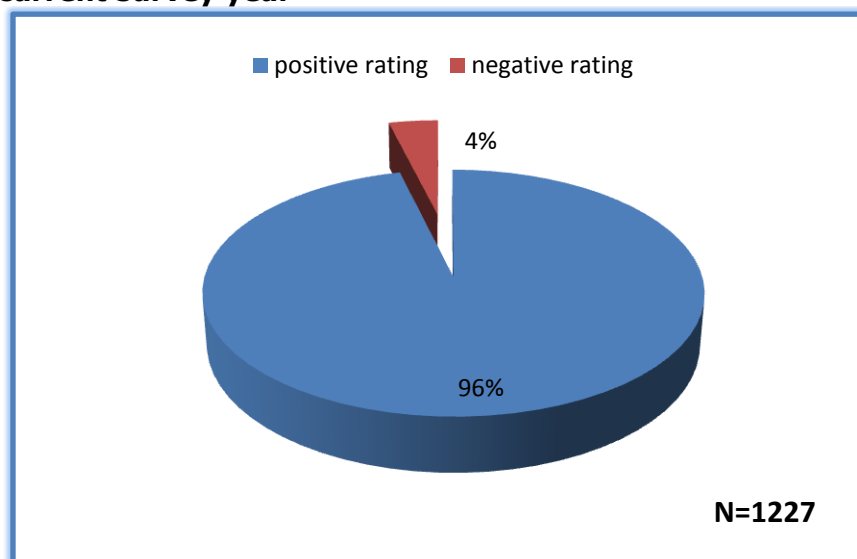
Figure 12: Service Environment: Percentage of responders reporting positively on the service environment for current survey year



Living Environment

The 2011 survey asked two new questions related to respondents living environments. These questions were added to determine if responders feel that they are living in a safe and convenient location and whether or not they feel it is clean. As shown in figure 12, ninety-six percent of the respondents reported positively about their living environments.

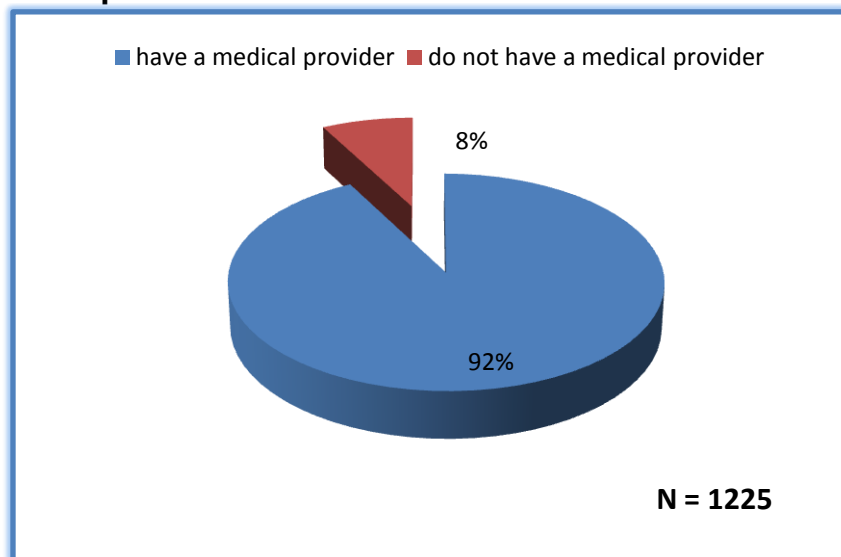
Figure 13: Living Environment: Percentage of responders reporting positively on their living environment for current survey year



Physical Health Provider

The 2011 survey asked several health and wellness related questions. The first question asked respondents if their child had a physical health provider. Figure 13 shows that ninety-two percent of responders reported that their child does have a physical health provider.

Figure 14: Percentage of responders who have a physical health provider



Coordination of Care

If respondents reported they had a physical health provider, they were asked to report on coordination of care between their physical health provider and their mental health/substance use provider. As shown in table 3, fifty-nine of responders reported that they strongly agreed or agreed with the statement: My current mental health provider/substance use provider has worked together with my physical health provider to come up with a clear and consistent approach for helping me.”

Table 3: Coordination of care between mental health/substance use provider and physical health provider

(N=1109)	Number Responded	% of Responders
Strongly Agree	354	32%
Agree	302	27%
Neutral	349	31%
Disagree	82	7%
Strongly Disagree	22	2%

Most Liked and Least Liked Aspects of Services – Trends Identified

Two open ended questions were added to the end of the survey this year to capture comments from responders regarding the two most liked aspects of services and the two least liked aspects of the services they receive. All comments were reviewed and then categorized within six categories. These categories naturally developed through the comment review and were not predetermined by the reviewers. Each category is made up of subcategories where each comment was recorded. The overarching categories for comments are listed below:

- Staff
- Location/Environment
- Communication/Confidentiality
- Services
- Outcomes
- Scheduling/Cost

Charts are provided in figures 14 – 24 for statewide data. For both the most liked and least liked charts, the top sixty percent of subcategories for comments are represented.

Statewide Most Liked Aspects of Services

There were 1680 most liked aspects of services comments made. The subcategories represented in the charts below illustrate the top sixty percent of the comments made in each category.

Figure 15: Staff most liked

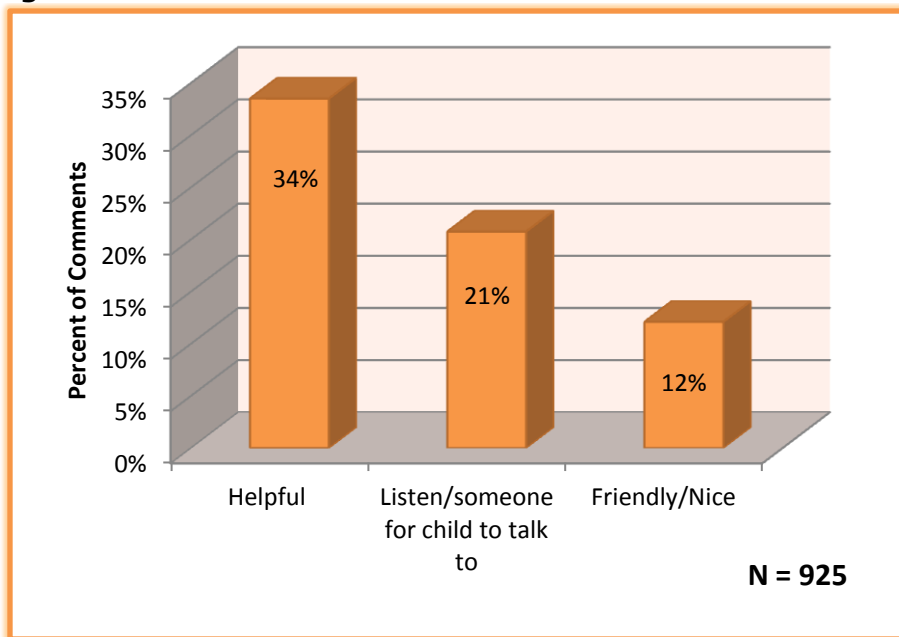


Figure 16: Location/Environment most liked

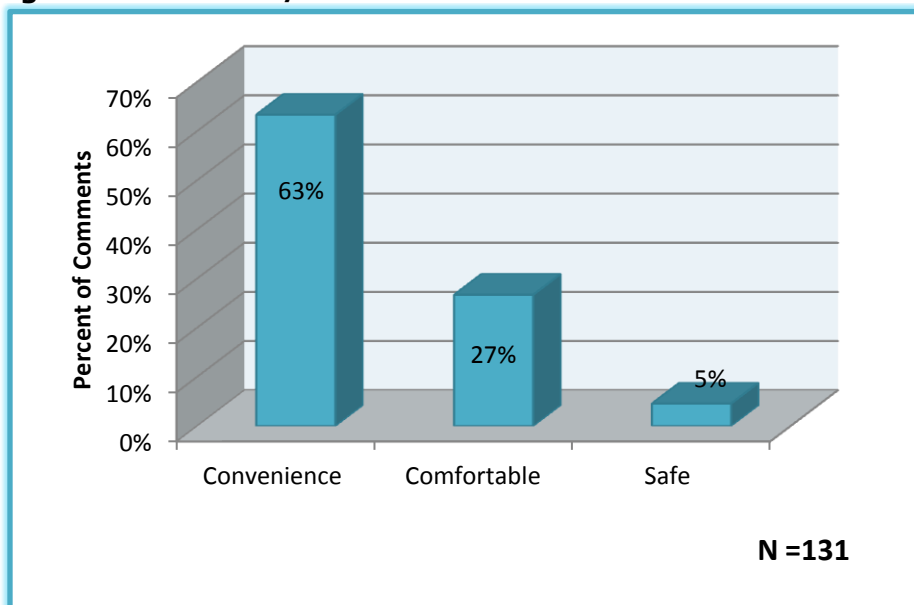


Figure 17: Services most liked

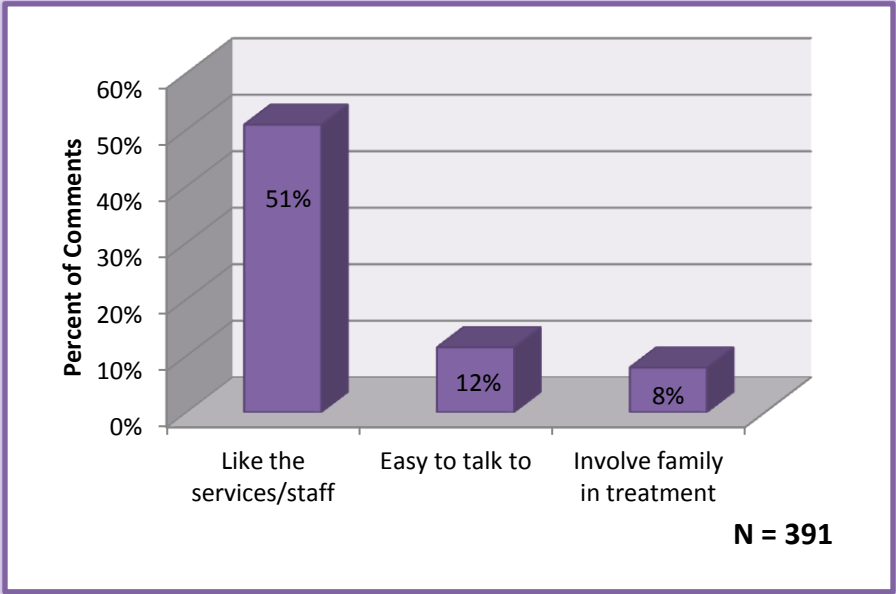


Figure 18: Confidentiality/Communication most liked

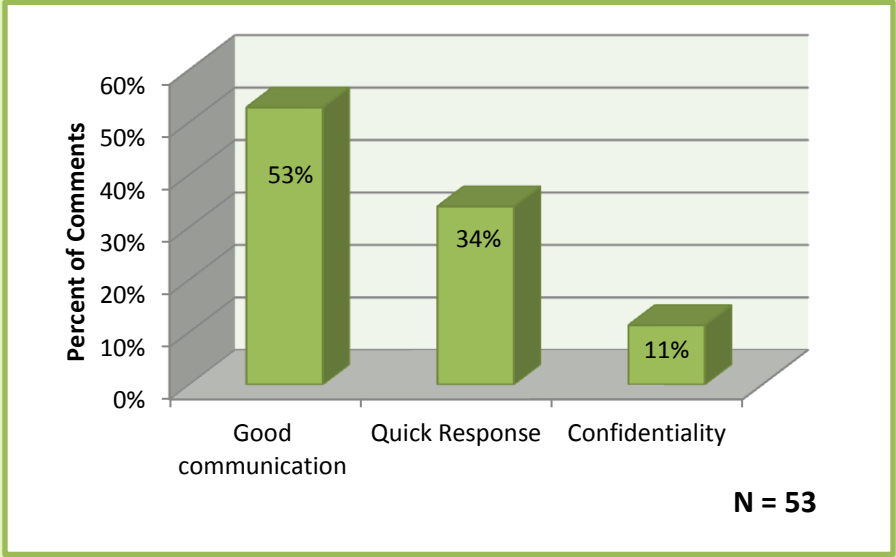


Figure 19: Outcomes most liked

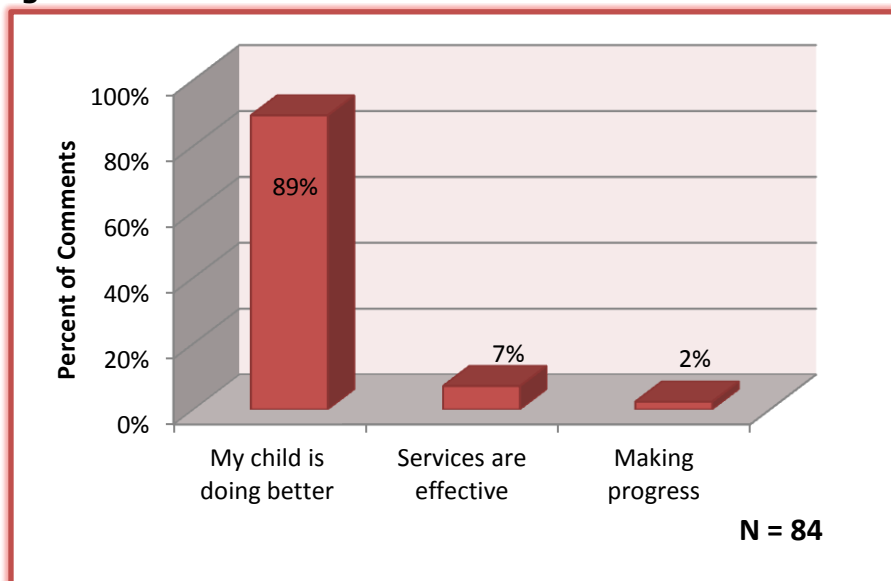
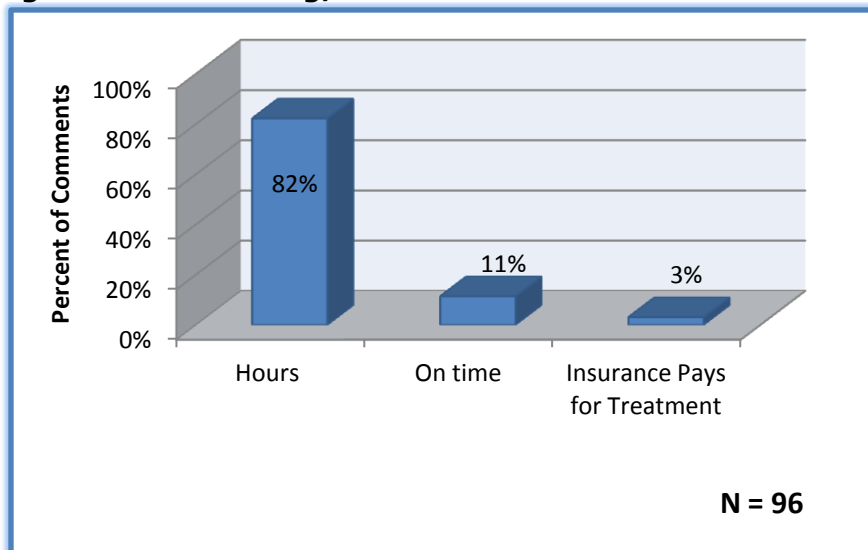


Figure 20: Scheduling/Cost most liked



Statewide Least Liked Aspects of Service

There were 643 comments made for the least liked aspects of services. The charts below illustrate the most commented subcategories representing at least sixty percent of the comments in each category. Comments for Outcomes least liked aspects of services is not illustrated due to only 5 comments, therefore no trends could be identified.

Figure 21: Staff least liked

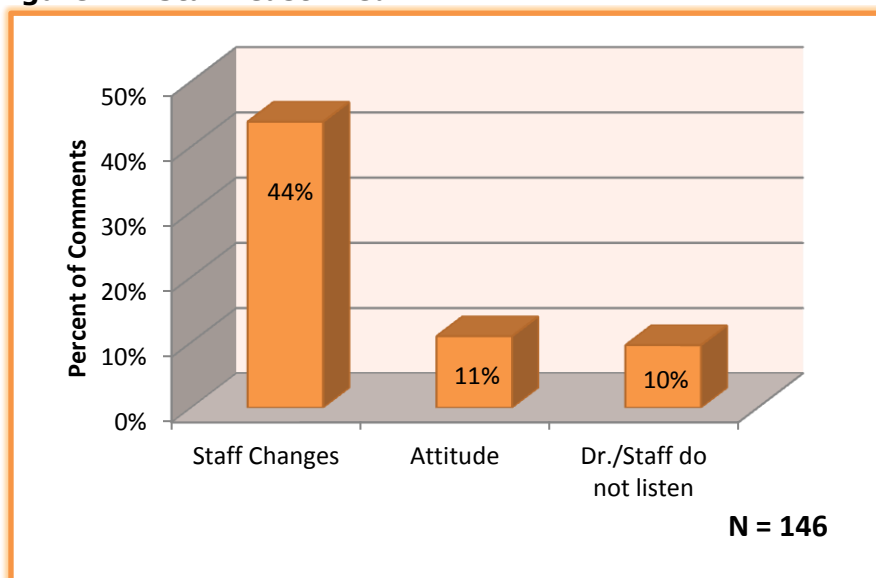


Figure 22: Location/Environment least liked

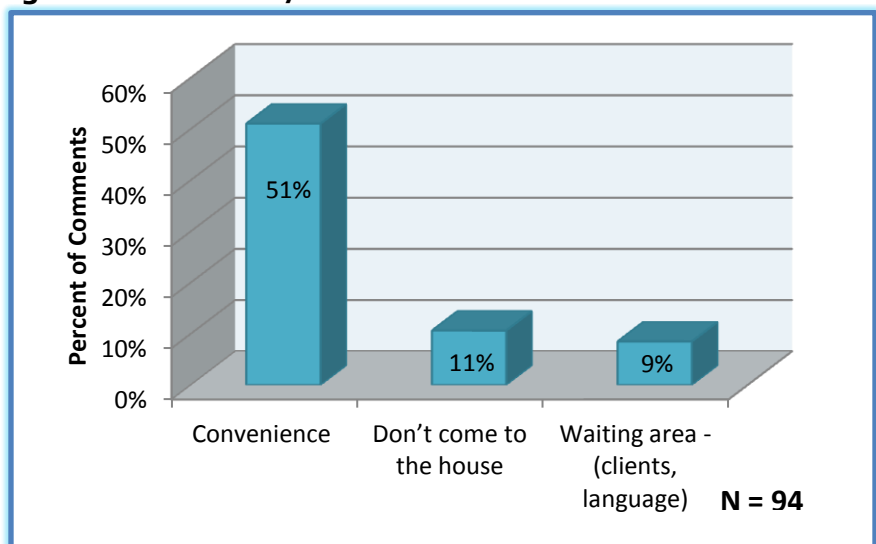


Figure 23: Services least liked

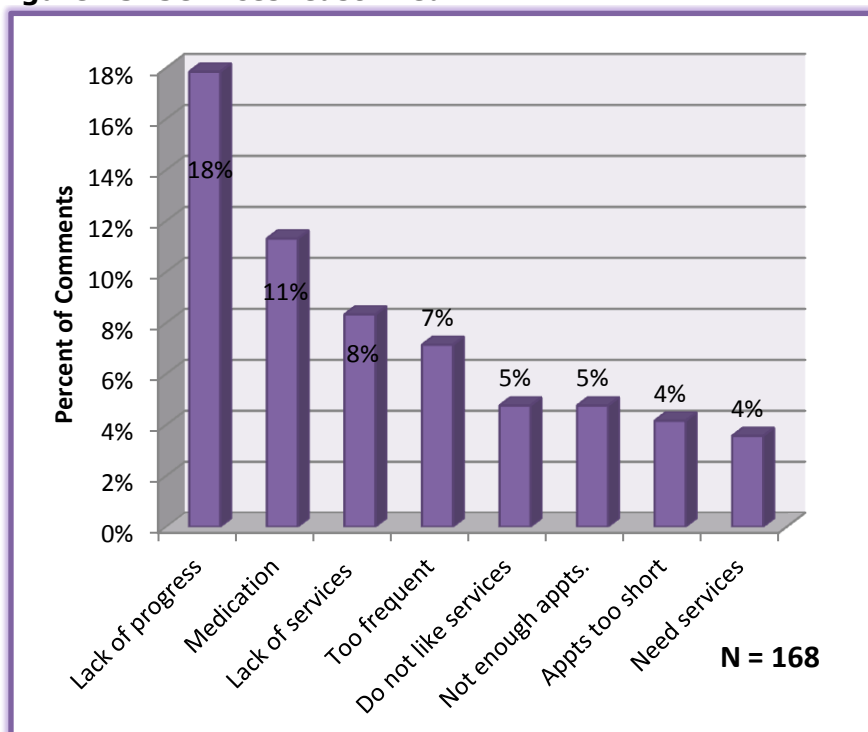


Figure 24: Confidentiality/Communication least liked

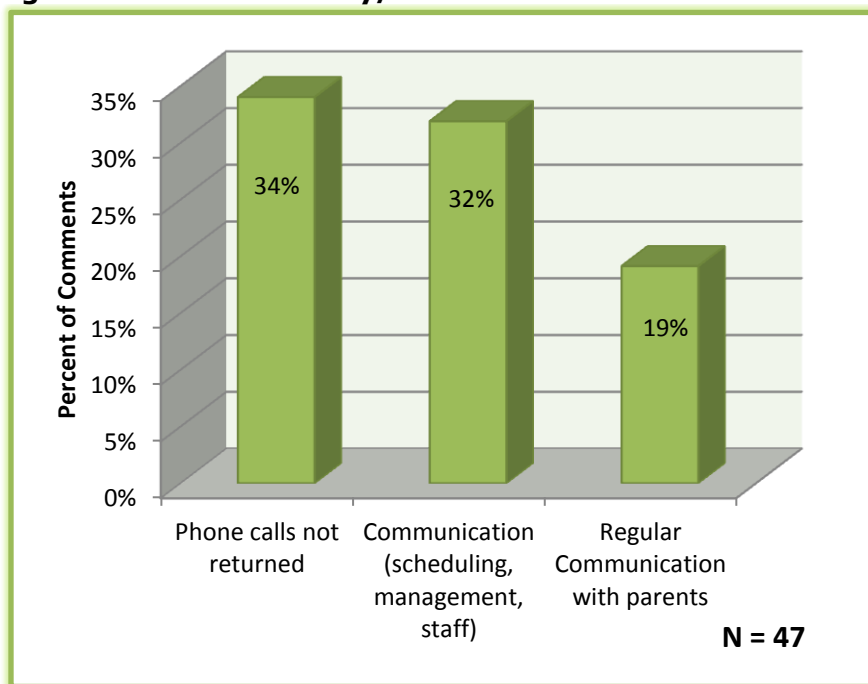


Figure 25: Scheduling/Cost least liked

